

**VSP HealthWave Vision Program for UniCare Members
Frequently Asked Questions (FAQ's)**

1. What patients are covered under the VSP HealthWave vision program?

Those Medicaid and SCHIP eligible beneficiaries that have chosen UniCare Health Plan of Kansas as their health plan.

2. Who can I call for network participation questions?

Please feel free to contact our dedicated Kansas advisor:

Dede Neifert

Manager, National Network Development

Phone: (800) 852-7600 ext 4863 - M-F 10:00am – 7:00pm Central Time

Fax: (916) 858-5595

Email: DedeNe@vsp.com

Mailing Address:

VSP

ATTN: Dede Neifert/MS 231

3333 Quality Drive

Rancho Cordova, CA 95670

3. How do I sign up to provide services to HealthWave members through UniCare?

Providers who do not currently have an agreement with VSP and who wish to serve UniCare HealthWave members need to complete and return a signed VSP HealthWave Provider Agreement and a VSP HealthWave Participation Form. If you have not already received these contractual documents, please contact Dede Neifert as noted in question 2.

If you are currently a VSP commercial network provider, you will need to complete a VSP HealthWave Addendum, even if you have previously submitted a VSP Medicaid Acknowledgement Form. If you have not already received this Addendum, please contact Dede Neifert as noted in question 2.

4. Do I have to join VSP's commercial network to see UniCare's HealthWave members?

No, the choice is yours: you may participate in just the VSP HealthWave network, or choose to participate in both the HealthWave and commercial networks.

Agency Website: www.khpa.ks.gov

Address: Rm. 900-N, Landon Building, 900 SW Jackson Street, Topeka, KS 66612-1220

Medicaid and HealthWave:

Phone: 785-296-3981

Fax: 785-296-4813

State Employee Health

Benefits and Plan Purchasing:

Phone: 785-296-6280

Fax: 785-368-7180

State Self Insurance Fund:

Phone: 785-296-2364

Fax: 785-296-6995

5. Is there a charge for the provider to become part of the VSP HealthWave network?

No, there are no fees associated with joining the VSP HealthWave network.

6. Will vision practices that enrolled in both the VSP commercial network and VSP HealthWave network in early December or early January be given the opportunity to only participate in the VSP HealthWave network?

Certainly, if providers currently enrolled in VSP's commercial network do not wish to continue to see commercial patients; they may terminate their commercial contract with VSP. VSP will accommodate requests from doctors who wish to only provide services to the UniCare HealthWave members. For questions, contact Dede Neifert as noted in question 2.

7. Do all providers in an office need to agree to see UniCare HealthWave members in order for any provider in the office to see UniCare HealthWave members?

No. VSP allows any provider within a practice to participate as a VSP HealthWave provider, even if other providers within the same practice choose not to participate. For example, if two providers are in the same practice, it is acceptable for one to participate but not the other.

8. What action should be taken if I think my practice is not listed correctly, or is listed in error, in this program?

VSP wants to ensure that all provider listings are correct and up-to-date. If you have any updates, or if you think your practice has been listed in error, please contact Dede Neifert as noted in question 2.

9. I have not completed the contracting process with VSP but I have provided services to UniCare HealthWave members since January 1, 2007 and want to continue to do so. How can I be reimbursed for the services I've already provided? What do I have to do to continue seeing UniCare HealthWave members?

To receive reimbursement for claims with dates of service from 1/01/07 through 2/15/07, please submit your claims to Dede Neifert at the address listed in question 2.

If you wish to continue seeing UniCare HealthWave members after 2/15/07, please ensure that your contract with VSP has been finalized. If you have not already received the appropriate documents, please contact Dede Neifert at your earliest convenience. Dede will provide you with the appropriate materials.

10. I have already provided services to some UniCare HealthWave members, but do not want to continue seeing additional UniCare HealthWave members. How can I be reimbursed for the services to date?

To receive reimbursement for claims with dates of service through 2/15/07, please submit your claims to Dede Neifert at the address listed in question 2, along with a note indicating that the provider is requesting payment for services rendered as a non-contracted provider. To ensure prompt payment, please include your registered tax name and tax ID, along with a contact name and telephone number. Claims for dates of service after 2/15/07 are not reimbursable without a further contractual arrangement with VSP.

11. Is there a \$2 charge for submitting paper claims?

No. There is no charge for submitting VSP HealthWave paper or electronic claims.

12. Where do I send my claims for payment?

Providers may submit claims either electronically or on paper at no charge.

PAPER CLAIMS SUBMISSION:

Completed CMS-1500 paper claim forms may be sent to:

VSP

Attn: National Claims Processing Center

P.O. Box 997100

Sacramento, CA 95899-7100

ELECTRONIC CLAIMS SUBMISSION:

VSP has established a relationship with Per-Se Technologies as an interim solution for electronic claims submission for newly contracted providers. By mid-year 2007, VSP will have expanded capability to allow electronic claims to be submitted directly to VSP. Until the direct submission is available, VSP will pay the Per-Se transaction fees for claims submitted under this program. To establish a specific account with Per-Se for this program, please call VSP/EyeFinity's Customer Care at (877) 448-0707.

If you're currently submitting claims electronically to VSP, there is no change in the current process.

13. What number do I call if I have questions concerning eligibility, benefit or claim status?

VSP's Provider Services support staff at (800) 615-1883 is available to answer your eligibility, benefit or claim questions.

Member eligibility tends to change frequently. To ensure the member is eligible for services under this plan, it's important to verify eligibility before providing services.

To determine eligibility and to obtain a benefit request number, follow these three easy steps:

- Call VSP's Provider Services Support Line at (800) 615-1883 between 7:00am to 9:00pm Monday through Friday (Central Time) and 8:00am to 4:30pm on Saturdays (Central Time).
- Provide the member's name, UniCare HealthWave ID number and date of birth.
- VSP will fax a copy of the patient's complete coverage information to your office **upon request**.

This process ensures the UniCare HealthWave member is eligible for services through the last day of the month the benefit request number was received, expedites claim processing and ensures correct reimbursement.

Eligibility may also be verified through the KMAP website. It's important to note that the KMAP website is not able to confirm specific benefit eligibility. If the member has already used their benefit during the benefit time period, the claim may be denied. For your protection and proper reimbursement, call VSP's Provider Service Support Line at (800) 615-1883 to obtain a benefit request number as noted above.

14. Are members entitled to any lens options under the UniCare HealthWave vision benefit?

The availability of lenses and lens options is based on UniCare vision benefits. Charges for non-covered lens options that are not deemed medically necessary can be billed to a patient at usual and customary rates provided that the patient has been informed in advance and in writing. Examples include Scratch Resistant Coating, Anti-Reflective Coating and Progressive Multifocals.

For a complete list of covered and non-covered options, please refer to the Lenses Section of the VSP UniCare HealthWave Provider Reference Manual.

15. Are Photochromatic lenses covered for all UniCare HealthWave members?

Most tints will be covered when medically necessary. To establish medical necessity, please complete and submit a VSP Materials Pre-Certification Request Form. For copies of this form or for any questions, please contact VSP's Provider Services Support Line at (800) 615-1883.

16. Are VSP HealthWave providers required to provide additional discounts for non-covered frames and lenses along with discounting professional contact lens fees?

No. The VSP HealthWave Plan does not require additional discounts for non-covered lenses and frames, or discounting of professional contact lens fees. Any potential discount is at the sole discretion of the provider. Usual and customary rates apply for these services or materials.

17. What are the repair and replacement benefits under the UniCare HealthWave plan? Is a preauthorization required? How do I request repair or replacement benefits for a patient?

UniCare HealthWave members are entitled to repair and replacement services as indicated below. Even when the provider is confident in their understanding of the patient's coverage, eligibility verification and benefit confirmation is strongly encouraged. This confirmation will enable VSP to override frame and lens frequency limitations and ensure claims are processed correctly.

Please call the Provider Services Support Line at (800) 615-1883. When the member's eligibility and benefits have been verified, VSP staff will immediately provide a benefit request number so services can be rendered without subsequent reimbursement confusion. The benefit request number should be entered in box 23 of the completed CMS-1500 form to expedite accurate claim processing. If a benefit request number is not included on the claim, the claim may be initially processed incorrectly or potentially denied, if the member was not eligible for the repair and replacement at the time the services were rendered.

Members 21 and over: Repairs are allowed **as needed**. There is no coverage for replacement hardware.

Members 20 and under: Repair or replacement **as needed**, if materials are lost, stolen or broken.

SCHIP Members: Repair or replacement **as needed**, if materials are lost, stolen or broken.

Replacement of Medically Necessary Contact Lenses: Pre-certification is required. Please complete and submit a VSP Materials Pre-Certification Request Form. For copies of this form, or for any questions, please contact VSP's Provider Services Support Line at (800) 615-1883.

18. Should refraction services be billed separately?

Yes. Refraction services are to be billed separately and will be reimbursed separately from the exam.

19. Is there a fee schedule for services, including covered medical services?

The fee schedule for services, both routine and medical, is located under the Professional Fee Schedule section of the VSP UniCare HealthWave Provider Reference Manual and in Exhibit A of your contractual document with VSP. If you have not already received a copy of this information, please contact Dede Neifert as noted in question 2.

20. Are post-operative care and other medical services offered by UniCare or covered by VSP?

Optometrists:

Post-operative care and other medical services provided by an optometrist are covered under VSP and are reimbursable by VSP under its Primary Eyecare Program. For a full list of covered services, refer to the Primary Eyecare Coverage section of the VSP UniCare HealthWave Provider Reference Manual. Claims from optometrists billed directly to UniCare will be denied.

Ophthalmologists:

Post-operative care and other medical services provided by an ophthalmologist contracted directly with UniCare should be billed to UniCare. Ophthalmologists not contracted with UniCare may submit their claims to VSP for reimbursement. For a full list of covered services, refer to the Primary Eyecare Coverage section of the VSP UniCare HealthWave Provider Reference Manual.

21. What is the VSP lab policy and what are the reimbursements?

Providers may use the ophthalmic laboratory of their choice, including an in-office ophthalmic lab. VSP will reimburse an established fee for lenses. This fee includes reimbursement for lens materials and related professional services. Information regarding VSP reimbursement for these services is included in the VSP UniCare HealthWave Provider Reference Manual. If you don't already have a copy of this manual, please contact VSP's Provider Services Support Line at (800) 615-1883.

For your convenience, there are specific labs in Kansas that have agreed to provide lenses at a reduced price for UniCare HealthWave members. Please refer to the VSP UniCare HealthWave Provider Reference Manual or call VSP's Provider Services Support Line at (800) 615-1883 for a list of participating labs and pricing information.